

**20  
20**  
In Review

# Annual Report

City of Spokane

Office of Neighborhood Services



140 YEARS OF COMMUNITY  
29 UNIQUE NEIGHBORHOODS  
60+ SQUARE MILES  
SPOKANE, THE CITY OF CHOICE

# Office of Neighborhood Services

## Our Vision

*The Office of Neighborhood Services  
is a catalyst for mobilizing and  
uniting diverse and  
collaborative neighborhoods.*

## Our Mission

*We engage residents in City  
government; empowering them to  
build stronger communities and  
address neighborhood needs.*

## Letter from the Director

2020 was a year of great change for the Office of Neighborhood Services (ONS). Not only did we have to learn how to support our Neighborhood Councils and Community Assembly during the middle of a pandemic, ONS also was impacted by a City-wide re-organization. After several years as part of Planning, ONS is once again a stand-alone department, now under the Neighborhood, Housing, and Human Services Division at the City. With this change, I joined ONS as the Community Programs Director in September, while continuing to also lead My Spokane -311. Our Community Engagement Programs Manager, Cendy Pfortmiller, also moved from My Spokane to ONS, bringing with her special events coordination and our City-wide volunteer program.

With all the change 2020 brought us, we could have been overwhelmed and been satisfied with just trying to maintain status quo. Instead, the Community Programs Coordinators saw this has an opportunity to reimagine how we support our independent neighborhoods and increase our community engagement in general. Gabby, Annica, and Annie have great passion for engagement and serving our citizens. In our recently completed strategic plan for 2021-2022, they brought forth creative ideas to evolve ONS into its next iteration with a greater focus on engaging all citizens in Spokane, through both existing relationships as well as expanding and building new ones. And though I am excited to see what our 2021 annual report will show, I am proud of the work accomplished by ONS and the efforts of our Neighborhood Councils and Community Assembly as we continue our mission during probably the craziest year of our lifetime!

– Carly Cortright





# Mobile Speed Feedback & Traffic Calming

## Mobile Speed Feedback

The Mobile Speed Feedback Program addresses excessive speeding within neighborhoods as well as provides valuable insight and data regarding traffic safety. Every year, neighborhoods can request three locations for two-week trailer placements during the May-September months.

In 2020, additional auxiliary trailers were utilized and on-the-street ONS staff support provided to help mitigate the effects of COVID-19 on the neighborhoods and on the Streets Department.

## Traffic Calming

The purpose of the Traffic Calming Program is to improve safety for multi-modal street users—including pedestrians, bicyclists, and motorists, etc. By decreasing volume and/or reducing speed, the number and severity of accidents can be diminished and the livability of streets improved. Every year, neighborhoods can apply for Traffic Calming projects. Approved projects will be built within two years.

2020 was the soft launch of a reboot of this program, where neighborhoods identify issues rather than apply for specific solutions (as in previous years). While still in its infancy, this new approach should create more holistic and equitable solutions City-wide. COVID impacted revenue, so there were some time delays.



# 19

Neighborhoods applied  
for mobile trailers

# 21

Neighborhoods applied  
for Traffic Calming

# 2

District location of majority  
of Mobile and Traffic apps

# Neighborhood Clean-Up Program



## What We Do & Who We Serve

The Neighborhood Clean-up Program, a partnership between Solid Waste and ONS, that works to make Spokane neighborhoods clean, safe, and healthy for all residents to live and thrive in. Clean-up also supports the City's broader actions to reduce property crime, beautify Spokane, and promote community resiliency.

Neighborhoods have the opportunity to choose from a variety of clean-up programs offered to help remove waste from residents' properties.



## 2020 Programming

The pandemic presented many challenges for the Clean-Up Program and 2020 was restricted to dump pass distributions. The continued partnership with the state-of-the-art Waste to Energy Facility allowed for residents to dispose of waste at their facility, providing residents a safe and socially distanced way to dispose of waste in their community.

2021 will bring more challenges, but the program also has the opportunity to go through innovative changes that will begin with neighborhood focus groups to determine what neighborhoods need for clean-up efforts.



# 22%

Of eligible households received a dump pass

# 14,542

Households served through dump pass program

# 212.8

Tons of waste removed through dump pass program



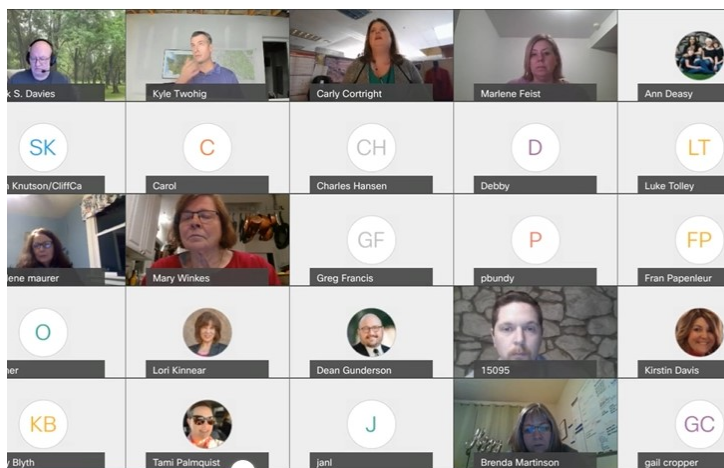
# Community Engagement Grant

## What We Do & Who We Serve

The Community Engagement Grant is intended to boost participation in our City's Neighborhood Councils. Each year, individual Neighborhoods and Community Assembly committees have the opportunity to apply for funding that encourages and increases overall engagement at the neighborhood level.

## 2020 Programming

2020 was the year of reimagining how neighborhoods would come together. In-person events and meetings were no longer allowed. The block parties and movie nights that neighborhoods formerly enjoyed were replaced by virtual events. ONS hosted a Zoom training to assist neighborhoods in moving their meetings to an online format. Eighteen neighborhood councils and the Liaison Committee applied CE Grant funds to sign-up for a Zoom account. 2021 will continue to reimagine ways to increase community engagement, even during a pandemic.



# 23

Councils/Committees  
applied for funding

# \$13,155

Spent on community  
engagement efforts

# 18

Councils funded for  
Zoom accounts

# Dental Clinic

*Established 2020*



## CHAS Dental Clinic at East Central

The CHAS Dental Clinic project has been discussed among City stakeholders as far back as 2016. Construction on the much-needed dental clinic began in the spring and its doors opened to patients on November 23, 2020.

The City partnered with the Community Health Association of Spokane (CHAS) who will be operating the 4,000 square foot dental clinic that will annually serve up to 4,650 low to moderate income patients. It was built on the East Central campus that also houses the MLK Community Center, Southeast Daycare Center, and the East Central library. Freda Gandy, the Executive Director of the MLK Community Center, and Sug Vilella of the Southeast Daycare Center were excellent partners and very accommodating to the needs of our general contractor, Western States Construction, and CHAS, especially when there was limited staff and client parking during construction.



Major kudos go to Western States Construction for pushing through several delays on materials and construction due to COVID, Wolf Architectural Group (WAG) for a beautifully designed building and project management, as well as CHAS for project management and operations of the clinic. This \$2,147,000 project was made possible through various grants and funds provided by federal, state and other local dollars.



# 4,600

Patients that are estimated to be served annually

# 7

Operatories (6 standard dentistry & 1 for oral surgery)

# 1,500

Clients served since opening in mid-November



# Volunteer Program

## City of Spokane Sponsored Volunteer Opportunities

The volunteer program did a soft launch in early 2020. However, due to COVID, the “official” launch was delayed until we can have in-person events. Part of the program included a volunteer website to house City-sponsored volunteer opportunities.

The volunteer program partnered with the Southwest Daycare Center and MLK Community Center to promote their After School Program and Food Bank assistance volunteer programs, as well as a Litter Clean-up opportunity with the Parks and Recreation. Our volunteer opportunities also include serving on one of the City’s Boards and Commissions (Civil Service, Human Rights, and Salary Review).

## Looking to the Future

In 2021, ONS is focusing on promoting the program and encouraging City employees to be involved in providing volunteer opportunities for our community. We will continue valuable community volunteer opportunities through Spokane Gives, strengthen partnerships with area nonprofits, and educate residents on the value of volunteering in their community.



# 6

Volunteer opportunities for  
which the City recruited

# 102

Volunteer registrations  
since August 2020

# 4

Vacancies filled on City  
Boards and Commissions

BEMISS • CHIEF GARRY PARK • HILLYARD  
LOGAN • MINNEHAHA • NEVADA HEIGHTS • SHILOH HILLS  
WHITMAN • BROWNE'S ADDITION • CLIFF/CANNON  
COMSTOCK • EAST CENTRAL • GRANDVIEW/THORPE  
LATAH/HANGMAN • LINCOLN HEIGHTS • MANITO/CANNON HILL

## YOU DON'T HAVE TO MOVE TO LIVE IN A BETTER NEIGHBORHOOD

PEACEFUL VALLEY • ROCKWOOD • SOUTHGATE • RIVERSIDE  
WEST HILLS • AUDUBON/DOWNRIVER  
BALBOA/SOUTH INDIAN TRAILS • EMERSON/GARFIELD  
FIVE MILE PRAIRIE • NORTH HILL • NORTH INDIAN TRAIL  
NORTHWEST • WEST CENTRAL



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